Data Quality Problem Report

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Frequently Asked Questions

What is the DQPR system?

The Data Quality Problem Report (DQPR) system is a web-based set of tools used by the Atmospheric Radiation Measurement (ARM) Climate Research Facility (ACRF) that provides a mechanism for the Data Quality Office (DQO), Site Scientist Teams (SSTs), Instrument Mentors (IMs) and Site Operations staff (OPS) to communicate data quality problems to OPS technicians for action. The communication of these data quality problems to OPS is intended to request troubleshooting, investigation and/or maintenance by OPS technicians on instruments at the site in an attempt to correct the cause of the data quality problem. If a problem is initially deemed critical or beyond Site OPS' scope to remedy, an ARM Problem Identification Form (PIF) should be submitted instead of a DQPR. Use your best judgment.

Who manages DQPRs?

Each ACRF Site's SST is responsible for managing, tracking and updating status and assignments for each DQPR.

Who can submit DQPRs?

DQPRs can be submitted by the DQO (for all sites and instruments), the SST (only for their site and instrument at their site), the IMs (only for the instruments they mentor at any site), and occasionally site OPS (for any instrument at their site).

Why can't I submit a DQPR for a particular instrument?

There are several reasons why you might not be able to submit a DQPR for a particular instrument. You can only submit DQPRs for the instrument for which you mentor if you are an IM. If you are an IM and feel that you should be included in the IM list for a particular instrument but are now unable to submit DQPRs for that instrument, please contact the DQO Manager to be added to the appropriate list. You may also not be able to enter a DQPR for a particular instrument at a particular site because you are trying to enter one for a site that you do not represent. You can only enter DQPRs for the site at which you are SST or OPS. If you feel there is an error in your designated site, please contact the DQO Manager to be added to the list for that site.

Who gets copied on the comments I enter for a DQPR?

Any comments entered for a DQPR are automatically distributed to members of the DQO, the SST for the affected site, the IMs for the affected instrument and select members of Site OPS staff for the affected site. A current listing of these individuals can be viewed at www URL http://www.db.arm.gov/cgi-bin/DQPR/whoswho.pl

When will a DQPR status change?

The SST sets the status to *Pending PIF* when a problem continues for a long enough time period (their judgment—30 days can be used as a loose rule) and a solution by Site OPS is not close at hand. Setting the status to *Pending PIF* elevates the problem to the level of being placed on the Problem Review Board's (PRB) weekly agenda for their attention and further handling. The status is set to *Pending DQR* for the following situations. If a DQPR has been successfully worked by OPS and the problem has been resolved, a DQR is required so that data users will be informed about the period of time when there was a problem. A DQPR

may also have its status set to *Pending DQR* if the SST and DQO feel that the problem has gone on long enough, even though it is still being worked on by OPS, so that the data users can know about the data problem in the meantime. The DQR will be issued open-ended until the DQPR is successfully completed. Then the ending date should be added to the DQR. *Please remember to pick a meaningful subject for the DQR and change the DQR text appropriately for the end user of the data.*

How will a DQPR status change?

Setting the DQPR status is the responsibility of the SST. The SST has web-access to additional tools for setting status. The SST can choose from the following status values: *Open*, *Pending PIF*, *Pending DQR*, *Closed—No DQR Required*. All other status values that you might see are set automatically by the system. It is also very important to note that if the status of a DQPR needs to be set to *Pending PIF* or *Pending DQR*, this must happen **before** you submit your PIF or DQR in order to keep the proper connections between the DQPR system and the PIF/CAR/DQR system. This is because whenever a DQPR is opened, a place-holder DQR is also entered into the database.

I've lost the email I received from the SST with a link to the DQR or PIF. What do I do?

When you access the DQR entry form, the first screen that you see contains a list of DQRs that you have been instructed to file (by the SST) that stem from the DQPR system. The DQR that you received email about is on this list, so you simply select it from the list. The email you lost simply gave you the convenience of following a link directly to the DQR form with the DQR information already included in the form, so that you don't have to find and select the appropriate DQR from a list first. This feature is not yet available for PIFs, so the link between the DQR system and the PIF being submitted will need to be made manually by the database administrator. If you lose your email with the link requesting you to submit a PIF for the DQPR, once you submit the PIF, please contact the database administrator with the PIF ID so the proper connections between the DQPR system and the PIFCARDQR system can be established.

What is the connection between the DQPR system and the PIF/CAR/DQR system?

DQPRs in the DQPR system are similar to PIFs in the PIF/CAR/DQR system. Both are reports of problems. A DQPR is used when the problem may be solved by Site OPS in a timely manner. A PIF is used if a problem is critical, or if it is beyond Site OPS' scope, or if Site OPS cannot fix it in a specified time frame. The time frame is determined by the SST. The Problem Review Board (PRB) reviews the PIF and assigns someone as the problem "fixer", which could be the same person doing this within the DQPR. In addition, DQPRs most often lead to the filing of a DQR (to the PRB). DQRs are reports of data quality problem events designed to be distributed to data users with the data. For that reason, most DQRs should cover a specific date range corresponding to the data quality problem that was reported in the DQPR. There are occasions when DQRs are left "open-ended". This happens when a problem (either reported initially as a DQPR or a PIF) has been on-going for a lengthy period of time and the PRB feels that data users receiving data affected by the problem need to be informed of the affected data quality.

I've filed a PIF or a DQR as requested by the SST following a DQPR, but the status of the DQPR is still open. Why?

The status of the DQPR will only change when the PRB has reviewed the PIF or DQR and has accepted/approved it. When that happens, the status of the DQPR will automatically be changed accordingly.

How do I view a DQPR if I wasn't notified by email with a link in it?

Anyone in the ARM Program can view the DQPRs in the DQPR database. Start at the main DQPR web page, sign in with your last name on the User Login page and follow the prompts until you arrive at the DQPR Menu page. From here choose the "Search For/Comment On DQPRs" link. The next web page presents you with a variety of ways by which to search for DQPRs. After choosing the appropriate criteria for your search (it could be as simple as selecting a single DQPR number from the list, or searching for all DQPRs for a particular ACRF site), you will see the a summary page of the search results. Click on a single DQPR number and you will be brought to the details page for that DQPR.

How do I attach images to a DQPR? How do I include web links in my DQPR?

You cannot insert images directly into the DQPR database, but you can embed html tags in your submission or the comments you enter for a DQPR so that you can point to another location that contains the additional information you wish to include (another web site, or an image on a web server somewhere else perhaps). For example:

1. Please visit the
the ARM web page for further details

2. You can email me at
doty@bnl.gov for help with the DQPR system

3. Take a look at
this picture in the ARM image library!